Evaluation Submission Timeliness & Processing Information

Slide Purpose: To provide information on actions to submit & receive OER & NCOER and how units can track those OER & NCOER during the HQDA level process.

Focus: Impact of these actions on a unit's record of evaluation submissions and goal to maintain 100% on-time submissions.

Why: There are many new and existing My Forms users who need to be aware of the parameters of this process.

Presentation Assumptions: The reader already knows how to submit evaluations in My Forms, how to view information in IWRS, and some key terms with evaluations. Training on these items is available to achieve these assumptions if needed (see POC website link below).

Introduction

Issues/Concerns:

- Information seen by senders in My Forms tracking can be misleading as to actual status of evaluation reports after submission to HQDA.
- Reports submitted to HQDA near or towards the end of the 90 day period after a THRU date may have errors that cause the report to be rejected and make the report late.
- New technology brings expectations of near instantaneous transfers and results.

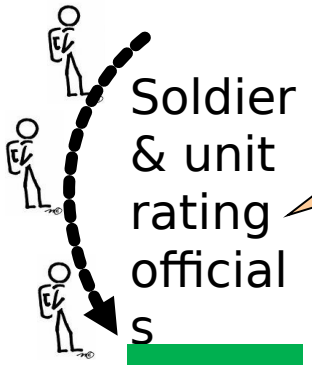
Importance: There are many new users to My Forms and all users need to understand how the process does and does not work.

End state: As the Army moves to 100% electronic evaluation submissions via My Forms on AKO, HRC will be able to align reality with user expectations for dates of receipt, dates of visibility, and time to process into Official Military Personnel Files (OMPF).

Presentation Intent: Outline facts, influences, ongoing, and future actions:

- To support this end state.
- To inform & teach users how to submit reports on time for selection boards and be credited as being received by HQDA within 90 days of the

The Eval Process from Unit to OMPF



Soldier & unit rating official s

NCOE R & OER

Seen in **My Forms** Tracking

Seen in **Interactive Web Response System (IWRS)**

2

Date 3: Eval info is visible to users as having been received on (date 2)

Seen in **OMPF Online**

My Forms at HQDA (HRC) level

Date 1: Unit sends To HRC

Date 2: HRC acts to either accept or return for correction & re-submission

1

HQDA level Processing System

Date 2: HRC act of acceptance becomes date of receipt

Date 4: HRC completes review of eval (and labeling as needed) and places in OMPF.

3

Individual Official Military Personnel Files (OMPF)

My Board File (MBF)

Seen in **MBF Online**

My Forms Sender

To HRC

#1 Goal: Date 1 (date unit sent) equals Date 2 (date of receipt).
Interim goal: keep gap no more than 48 hours.
#2 Goal: Date 3 (date visible in IWRS) is within 2 days
#3 Goal: Time for processing (receipt to OMPF) is 5 days.
Interim goal: Evals make OMPF/board files before near term boards.

POC: ESO, tapcmse@conus.army.mil, (703) 325-9660 (DSN: 221) https://www.hrc.army.mil/site/Active/TAGD/ESPD(formerly_MSD)/msdweb.ht

As of: 7 Apr 08

What you might see in My Forms "Tracking" when sending to HQDA.

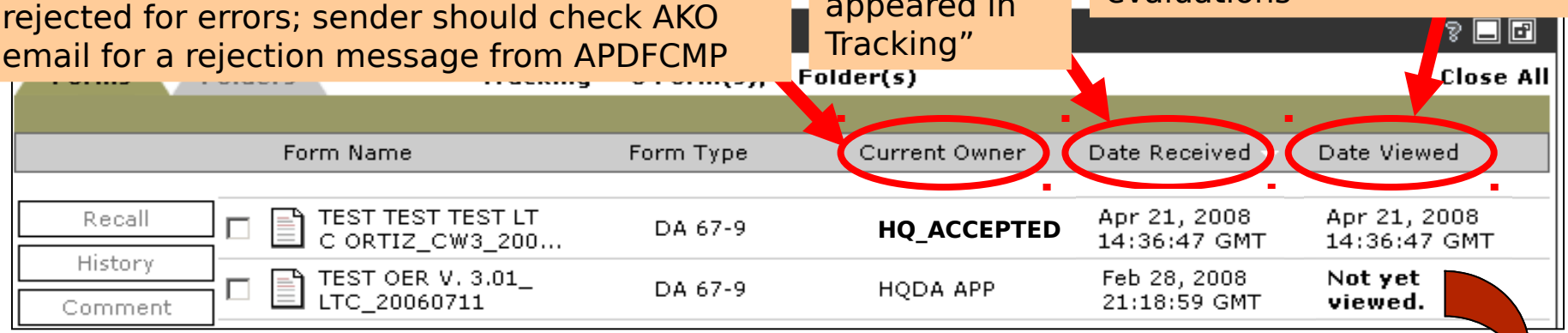
Current Owner: If, after submission to HQDA, your TRACKING shows the following Current Owner:

- HQDA APP – the evaluation was submitted to HQDA but not yet reviewed *(FYI: evaluations submitted during 10 DEC 07 - 12 APR 08 may still show HQDA APP regardless of whether accepted or rejected)*
- HQ_ACCEPTED – the evaluation is accepted for processing at HQDA
- Sender's AKO Username – the evaluation was rejected for errors; sender should check AKO email for a rejection message from APDFCMP

Date Received: Is the date the sender hit "Send to HQDA" button. Think of it as "the date the form appeared in Tracking"

Date Viewed: Does not serve as date of receipt at HRC. Reflects latest date any of these 3 actions occur:

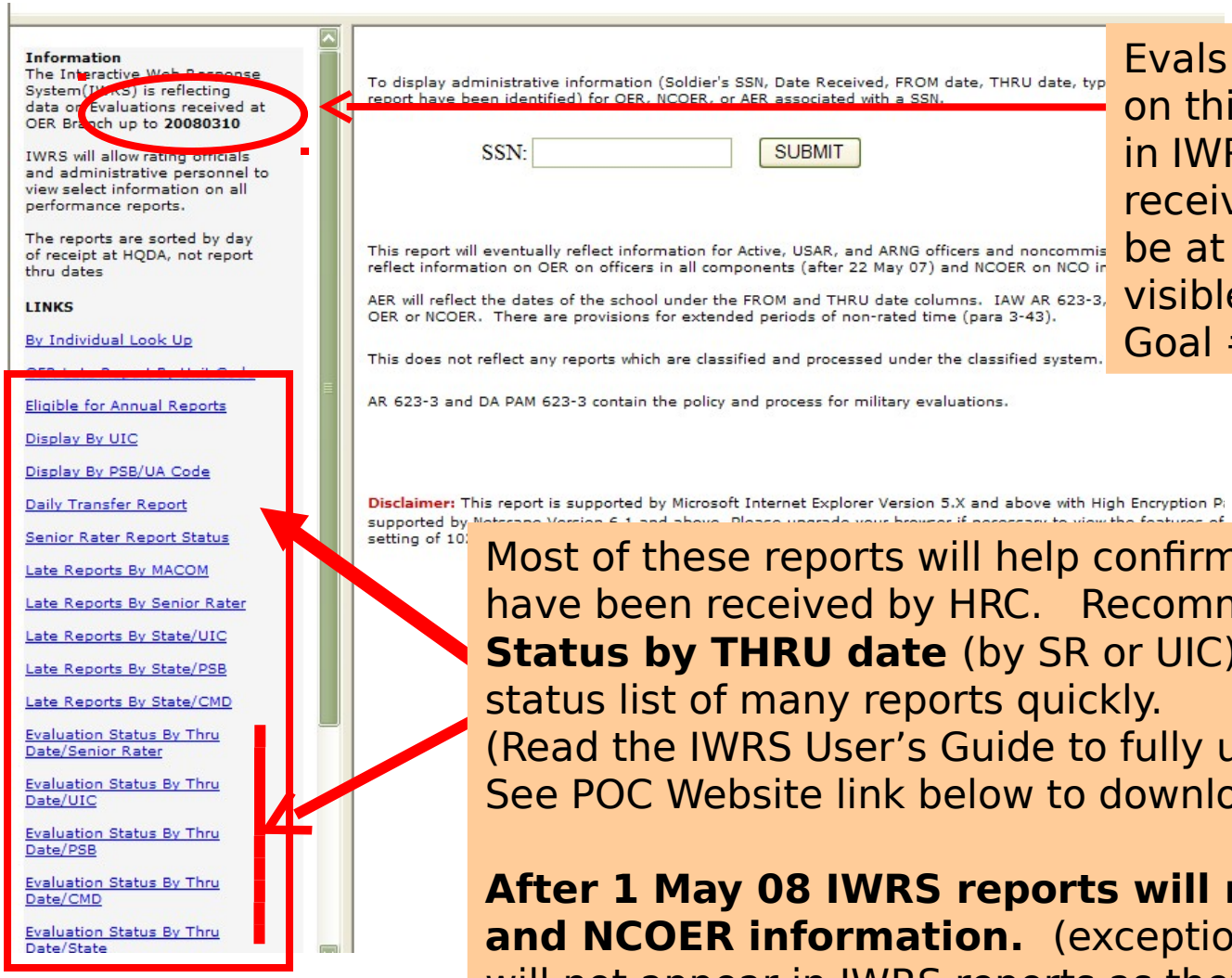
- original form is opened at HQDA
- someone at unit opens form in their Tracking
- HQDA opens form during search of previously accepted evaluations



Not yet viewed – Does not mean "Not Accepted" Normally, evaluations submitted to HQDA are opened and reviewed before we accept them. Those with significant errors are rejected back to the sender. However, during peak evaluation submission periods, we simply accept them without reviewing them to ensure they are accepted in a timely manner.

ISD)/msdweb.h

Info seen in IWRS can confirm or refute info seen in My Forms Tracking.


Information
The Interactive Web Response System(IWRS) is reflecting data on Evaluations received at OER Branch up to 20080310
IWRS will allow rating officials and administrative personnel to view select information on all performance reports.
The reports are sorted by day of receipt at HQDA, not report thru dates
LINKS
By Individual Look Up
Eligible for Annual Reports
Display By UIC
Display By PSB/UA Code
Daily Transfer Report
Senior Rater Report Status
Late Reports By MACOM
Late Reports By Senior Rater
Late Reports By State/UIC
Late Reports By State/PSB
Late Reports By State/CMD
Evaluation Status By Thru Date/Senior Rater
Evaluation Status By Thru Date/UIC
Evaluation Status By Thru Date/PSB
Evaluation Status By Thru Date/CMD
Evaluation Status By Thru Date/State
To display administrative information (Soldier's SSN, Date Received, FROM date, THRU date, typ
report have been identified) for OER, NCOER, or AER associated with a SSN.
SSN:
SUBMIT
This report will eventually reflect information for Active, USAR, and ARNG officers and noncommis
reflect information on OER on officers in all components (after 22 May 07) and NCOER on NCO ir
AER will reflect the dates of the school under the FROM and THRU date columns. IAW AR 623-3,
OER or NCOER. There are provisions for extended periods of non-rated time (para 3-43).
This does not reflect any reports which are classified and processed under the classified system.
AR 623-3 and DA PAM 623-3 contain the policy and process for military evaluations.
Disclaimer: This report is supported by Microsoft Internet Explorer Version 5.X and above with High Encryption P
supported by
setting of 10

Evals received before and on this date will be visible in IWRS reports. Evals received after this date will be at HRC but just not yet visible. This lag time is Goal #2.

Most of these reports will help confirm that evaluations have been received by HRC. Recommendation: **Eval Status by THRU date** (by SR or UIC) to get a complete status list of many reports quickly.
(Read the IWRS User's Guide to fully understand the report. See POC Website link below to download the guide.)

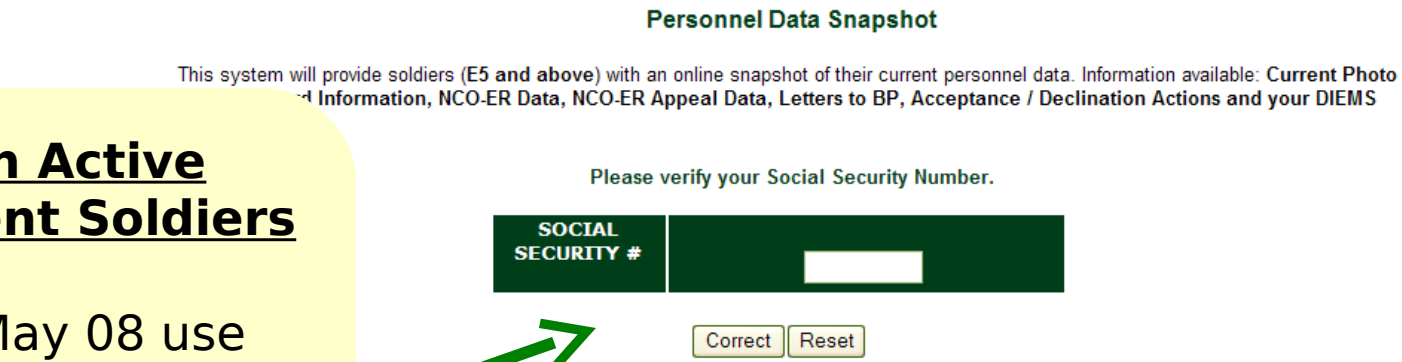
After 1 May 08 IWRS reports will reflect both OER and NCOER information. (exception: ARNG NCOER info will not appear in IWRS reports as they are sent to State/Territories POC).

POC: ESO, tapcmse@conus.army.mil,
As of: 7 Apr 08

Finding Historical Information on NCOER

NCOER on Active Component Soldiers

- After 1 May 08 use IWRS
- Until 1 May 08 use Personnel Data Snapshot


Personnel Data Snapshot
This system will provide soldiers (E5 and above) with an online snapshot of their current personnel data. Information available: Current Photo
Information, NCO-ER Data, NCO-ER Appeal Data, Letters to BP, Acceptance / Declination Actions and your DIEMS
Please verify your Social Security Number.
SOCIAL SECURITY #
Correct
Reset

NCOER on Army Reserve Soldiers

- After 1 May 08 use IWRS
- Until 1 May 08 call: (314) 592-0377 or DSN 892-0377. This will connect with a person who processes USAR NCOER.

POC: ESO, tapcmse@conus.army.mil, (703) 325-9660 (DSN: 221) https://www.hrc.army.mil/site/Active/TAGD/ESPD(formerly_MSD)/msdweb.ht
As of: 7 Apr 08

How & Where to Submit Evaluations

- After 1 Apr 08 all evaluations must be submitted to HQDA level processing using My Forms on AKO. Exemptions can be requested by units with severe technological challenges. **Mailed, emailed, or hand-carried documents will not be accepted by HRC after 1 Apr 08 without exemption (see MILPER Message 08-051).**

- Deployed units and rating officials will submit electronically by My Forms when possible but, if necessary, may use other submission options without special approval.

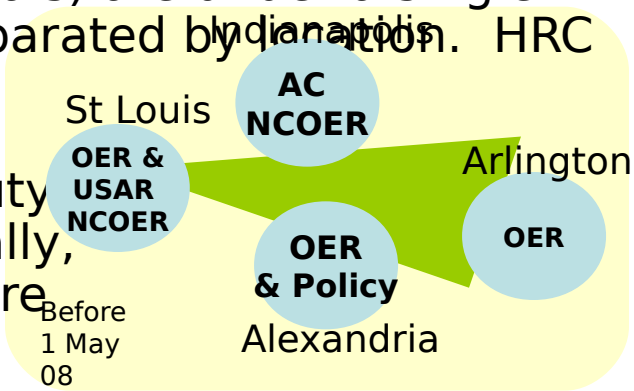
- When exemptions are authorized:
  - ❖ **OER & NCOER** (with exception of ARNG NCOER) are mailed to: **Cdr, USA Human Resources Command, ATTN: AHRC-PDV-ER, 200 Stovall Street, Alexandria VA 22332-0442**
    - Note: this address change for NCOER is new info and is confirmed in MILPER message 08-098, released 4 Apr 08.
    - NCOER already in transit by mail to Indianapolis or St Louis are good to go. The next one you mail (if authorized) should be sent to the address above.
  - ❖ **ARNG NCOER** – No change. Continue to mail to State/Territory POC.

- When you have digitally signed OER or NCOER on older version forms (those not able to be sent electronically in My Forms on AKO) email those documents as attachments to:
  - OER .xfdl files: tapcmse@conus.army.mil (version 3 and 4, sometimes 5)
  - NCOER .xfdl files: tapcmser@conus.army.mil (version 5, 4, 3, 2, and 1)

Influences on HRC ability to instantaneously receive evaluations. (Goal #1)

- A person, not a computer, reviews evaluations submitted to HQDA in My Forms and either accepts for further processing to OMPF or returns for correction.

- HRC evaluation employees (Active and USAR Evals) are under a single chain of command but are still geographically separated by location. HRC coordinates work with ARNG, as well.



- Evaluation employees generally work normal duty hours, ranging from 0600 to 1800 hrs. Occasionally, they work Saturdays and Sunday in order to ensure board reports are completed on time.

- Until 1 May 08 employees process evaluations in vastly different systems. After 1 May 08 there will be only one processing system, accessible by employees at all locations. When a single OER & NCOER receiving and processing system exists management will gain flexibility assigning workforce to tasks.

- Historically, July holds the largest **day** for receipts (almost 5000 OER & NCOER). Units send about 2000 a day during fall and winter months and over 3000 a day during late spring and summer months.

Concepts inherent to overall time & HRC efforts to receive and process evaluations. (Goal #3)

- HRC evaluation employees track the “received no later than dates” required for HQDA selection boards of all components and take them into consideration when receiving and processing reports.

- In My Forms, reports with errors are returned for correction. Units must resubmit corrected reports at a later time, if not later date, which can impact timeliness.

- When HRC accepts OER & NCOER without an initial review in My Forms and later finds errors, the OER & NCOER with errors must be put on hold in the HQDA Processing System and corrected at HQDA level. Such actions take a considerable amount of time and reduce HRC ability to process other in-house evaluations quickly.

- Less reports submitted using non-My Forms methods (paper, email, etc), means less reports are accepted with errors, which results in faster processing.

- Submission exemptions are allowed for:
  - deployed units – retain all options as needed without special approval
  - units without ability to use My Forms – requires exemption

What HRC Can & Will Do

- Work to achieve goals by focusing on & moving work force to key tasks.
  - **Priority:** act on evaluations in My Forms to receive or return for correction.
  - **Priority:** continue to process quality and error-free OER & NCOER in time for near term selection boards.

- Remain aware of board “received no later than dates” and work to act in the HQDA My Forms in box on incoming OER & NCOER of appropriate rank.

- Ensure the return emails (which are sent to the senders’ AKO email address while the actual evaluations return to the senders’ My Forms inbox) contain the correct and complete information needed to explain and correct errors quickly.

- Work with Army Publishing Directorate to keep improving the form versions & wizards which help users avoid errors.

- Work with Army Publishing Directorate to keep improving My Forms functions for routing and submissions which make counseling and

What Units & Senior Raters Can Do

- Use the latest form versions – creating an evaluation from a support form in My Forms is a one step process, automatically copies information, and always ends up on the most recent form version.

  → See training: Form Versions & Why to Use Them. (see POC website link below)

- Use the form wizard to enter all content to an OER or NCOER; avoid entering data in View Form

  → Answer rating official questions within the form wizard and avoid most policy & form errors.

- Don't leave blank data fields where information is needed or requested

  → See next slide.

- Avoid the common errors

- Submit with a small buffer of time prior to 90 day limit or "received no later than date" for selection boards.

  → Confirm evaluation is at HRC by using IWRS.

- Ensure evaluation sender knows how the "return policy" works.

  → Regularly check AKO email for "Reject" messages & check My Forms INBOX tab for returned evals.

- Follow up on every submitted report using IWRS

Most Frequently Seen Errors

For both OER & NCOER

- ❑ Signing more than 14 days prior to the THRU date (note: Training is available specifically on this.)
- ❑ Sending to HQDA before the THRU date
- ❑ Missing administrative information (i.e., UIC, telephone numbers, ranks)
- ❑ Missing YES or NO after HT/WT on OER
- ❑ Missing numeric score from APFT on NCOER with “needs improvement” in Physical Fitness
- ❑ Missing statement for APFT PROFILE status on NCOER. (note: this is optional for OER.)
- ❑ APFT date not in YYYYMMDD format or not within 12 months of THRU date
- ❑ Functional category errors on OER: (note: Training is available specifically on this topic.)
  - missing in Part Vd and VIId for all CPT OER (except JAG, Chaplain, AMEDD)
  - using Career Field (OPFC, ISCF, etc.) instead of Functional Category groupings (MFE, OS, FS)
  - making recommendations for WO, LT, MAJ or LTC OER (not allowed since May 06)
- ❑ Missing # of officers senior rated (on OER Part VIIa)
- ❑ Missing YES/NO on whether 67-9-1 was received (on OER Part VIIa)
- ❑ Missing statement in OER, Part VIIc, or NCOER, Part Ve, when Soldier is unavailable for signature.
- ❑ Inconsistent ratings on NCOER in Parts Va and Vd